



Legislative Assembly for the
Australian Capital Territory

Standing Committee on Environment,
Planning, Transport and City Services

Submission Cover Sheet

Inquiry into the procurement and delivery of MyWay+

Submission number: 043

Submitter: Sally Walker

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+ - Sally Walker
Date: Saturday, 15 February 2025 11:56:17 AM

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Full name: Sally Walker

Email address: [REDACTED]

Physical address:

Phone number:

Please select one of these statements: I understand that the committee may publish my submission along with my name, but without my contact details, unless I request my name be withheld or my submission be confidential.

How often do you use public transport?: Occasionally

How would you rate your experience with MyWay+?: Dissatisfied

How do you rate the Government's MyWay+ public education campaign?: Very poor

How do you think the public launch of MyWay+ in November 2024 could have been done better?: More information for consumers, ability to purchase cards and set up account earlier, waiting until the system was fully functioning, more information for customers, providing a way to shopfront to transfer money from myway cards, providing help via Access Canberra

What issues have you experienced with the new MyWay+ system, if any?: Unable to transfer money from old card, myway app not working.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?: Yes. There was also the new years eve buses that where ment to be running that didn't run. Lack of confidence in bus services

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: I did need help but each time I called i was disconnected

Do you feel the MyWay+ system has improved since it was launched in November 2024?: No

What improvements do you feel the MyWay+ system still needs, if any?: Ability to work fully

Is there anything else

relating to the MyWay+
system or the bus system No
more generally that you
want to share with us?:

Would you be like to speak
to the committee about No
your experience at a public
hearing?:

I understand I cannot share
my submission until the Yes
committee publishes it: